
AETNA ONLINE PERSONAL HEALTH RECORD

The Personal Health Record (PHR) is a tool used to collect, track, and share past and current information about your health or the health of someone in your care. Sometimes this information can save the cost and inconvenience of repeating routine medical tests. Even when routine procedures need to be repeated, your PHR can give medical care providers more insight into your personal health story.

Remember, you are ultimately responsible for making decisions about your health. A PHR can help you do that.

Creating an online PHR through Aetna is easy. Simply answer questions about yourself and your health. The more information you enter, the more complete your PHR will be.

Your PHR can help you:

- See information about your health and keep it updated
- Stay organized by keeping your health information in one place
- Share important information with your doctors
- Get reminders about recommended tests and avoid duplicate tests
- Better understand your health and help your doctor plan your care

An online Personal Health Record has many benefits. It offers a Health Summary — an overview of your health — for you to print or download and store in a safe place or share with your doctor. Your Personal Health Record also scans your information and compares it to medical industry standards. When it finds a way to improve your care, it can send you a message.

WEBPAGE: WWW.PIMA.GOV/HR/HEALTH | ADDRESS: 150 W. CONGRESS, 4TH FLOOR | TUCSON, AZ 85701

EMAIL: WELLNESS@PIMA.GOV | PHONE: (520) 724-8114 OR (520) 724-2786 | FAX: (520) 724-8150



AETNA ONLINE PERSONAL HEALTH RECORD

GETTING STARTED

To get started on completing your Aetna online Personal Health Record (PHR) simply login to www.aetna.com.

Member Log In

User name
User name tips

Password
Password tips

Secure log in

forgot user name or password?

First-time users
Please sign up for an account.
You will create a user name and password.

Register now

Take a tour

From the main menu click on “View Personal Health Record” located on the left-hand menu bar.

Messages Your Profile Contact Us Site Map En español
Logout

Home Coverage & Benefits Claims Care & Treatment Health Records Health Programs Aetna Pharmacy

You are logged in as JENNIFER L BILLA

I want to...

- Compare test, procedure and doctor costs with Ask Ann
- Find a Doctor, Dentist or Facility
- View Deductibles & Plan Limits
- View/Print an ID Card**
- View Personal Health Record**
- Assessment
- Order Medications
- Check my Pharmacy Order Status
- Estimate Drug Costs
- Find a Form
- More...

We are here to help

- Ask Ann Virtual Assistant
- Send us an e-mail
- Contactenos
- More contact options

Welcome to your secure Aetna Navigator® website.
Help us process your claims correctly and quickly
Get the most out of all your health insurance plans.
Let us know when you have medical, dental or pharmacy coverage from another plan - for example, under a spouse or Medicare - in addition to your Aetna plan.

Your Health Care Costs
Save money by using the **Member Payment Estimator** to compare cost estimates for health care services based on your health plan.

HOSPITAL 1	\$ 386
HOSPITAL 2	\$ 477
HOSPITAL 3	\$ 217

Your Claims

Member Name: All Members
Type of Claim: Medical
Dates: Last 365 Days
View claims

View your Explanation of Benefits

Get more cost and quality information

Stressed or Depressed? Take a seat, find tools to cope, visit the library.

Making decisions about your health? Learn more about treatment options from Emma.

Connect at PatientLikeMe Learn from the health experiences of others.

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From the next screen, under “Walk Me Through” click “Next” to get started.

Walk Me Through

Personal Information
Insurance
Health Team
Emergency Contact

Vitals
Immunizations
Family History
Medications
Allergies
Conditions & Symptoms
Tests & Procedures
Hospital Visits

Your Personal Health Record

Creating a Personal Health Record is easy. Simply answer questions about yourself and your health. The more information you enter the more complete your Personal Health Record will be. Your Personal Health Record can help you:

- See information about your health and keep it updated
- Stay organized by keeping your health information in one place
- Share important information with your doctors
- Get reminders about recommended tests and avoid duplicate tests
- Better understand your health help your doctor plan your care

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To help you build your Personal Health Record, we do as much work for you as we can. In fact, some information may be filled in already. You may see information you provided at enrollment, or data we received with your medical claims.

To comply with the law and guard your personal health information, we take great care to maintain the security and privacy of your information. Please note that in certain circumstances, such as where information in your Personal Health Record indicates a potential health risk, relevant information may be sent to your doctor via a "Health Alert," even if you haven't authorized him or her to access your Personal Health Record online.

Tip: Answer as many questions as you can. If you choose to share a complete Personal Health Record with your doctors, you may help them provide better care for you.

Next
Exit and return to Health Summary

CareEngine® Powers

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PERSONAL HEALTH RECORD FREQUENTLY ASKED QUESTIONS

What is the “Walk Me Through” tool?

It’s a built-in guide to your Personal Health Record. It asks you questions to help you decide what information to add. It also leads you to the right spot. Use it the first time you visit and anytime you visit.

Can I print my Personal Health Record?

Yes. You can print your Health Summary or print individual pages of your Personal Health Record. Just use the print button on each page. You can show it to your doctors and talk about ways to stay healthy. You can also print and save a copy to keep with you in case of emergency or natural disaster.

What is a Personal Health Record?

If you are covered under the Pima County medical plan through Aetna, you and other covered members can complete an online Personal Health Record (PHR). Your PHR is a private and secure online tool where you can keep your health information. It includes information from Aetna claims and information you enter yourself.

In addition, you’ll see your doctor visits, hospital stays, or prescriptions you have filled. And, you can enter other details on your own. You decide. Keep track of your family history, list your allergies, or add the vitamins and over-the-counter medicines you take. Your doctors can use this information to help treat you and to keep you safe.

How can I use my Personal Health Record?

You can use your PHR to keep track of your doctor visits, and see when you are due for another checkup. Use it to remember when to get preventive screenings like a mammogram or colonoscopy. Or, share a copy of your Health Summary with doctors: you can give them permission to view it online over a secure website, or print a copy to share during an office visit. It keeps you from having to remember, and it can give your doctor a better sense of how to best care for you.

Can Aetna use my Personal Health Record to deny medical coverage or change my rates?

No. Your information is private, and it stays that way. Nothing you put in it can affect your medical coverage.

Do my dependents have Personal Health Records?

Your dependents, your covered family members, can have Personal Health Records too. Your covered spouse will have separate access to his or her Personal Health Record only. Only you, as the subscriber, are able to go into the records of your children under age 18.



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HEALTH SUMMARY

What is the Health Summary page?

Your Health Summary is your “home page.” It’s a short version of your health history that you can share with a new doctor, or use to fill out medical forms with ease.

How can I make changes to my Health Summary?

Go to the tab for the area you want to update, and enter or change information. Your updates will show up on your Health Summary. You can’t change information from Aetna claims, but you can hide information you don’t want displayed or printed. And, you can always erase any information you have entered. You are in control.

How can I stop information from showing on my Health Summary?

Just go to the page that has information you want to hide. Select the Update link, and answer “no” where it asks if you want to include the information on your Health Summary.

ALERTS & REMINDERS

What are Alerts & Reminders and how do they work?

Alerts & Reminders let you know about tests and screenings you should have, based on things like your age or gender. They may also let you know about things that could harm you. For example, you might get one if you’re taking two drugs that don’t mix well together. (In some cases, your doctor will be alerted, too).

Why do you request my e-mail address?

If you give it to us, we can e-mail you when you have an Alert or Reminder. It’s up to you, but it can help get an important message to you faster. The email doesn’t contain details, it just tells you to log on to your Personal Health Record, so you can read your message where it’s safe and private.

How will I know when I have new Alerts & Reminders?

You’ll have a message on your home page when you have a new Alert or Reminder. And, you’ll get an e-mail if you gave us your e-mail address.



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PRIVACY AND SECURITY

Is my personal health information secure?

We have extensive operational and technical protections in place that we are continually improving and updating as part of our existing commitment to information privacy and compliance with legislation such as HIPAA and state privacy laws.

Who can see my private health information?

You control your Personal Health Record so you decide who can see the information within it, such as your doctor, if you choose to share your Health Summary. For more information about [Aetna's Privacy Policy](#), click on the [Web Privacy Statement](#) and [Privacy Notices](#) located on every page of the website.

Will the data in my Personal Health Record be available to Pima County?

No. Pima County will not be able to see any information within your Personal Health Record.

